



December 10, 2001

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
445 12th Street, SW, Room TWB-204
Washington, DC 20554

Re: Joint Application by BellSouth Corporation, BellSouth Telecommunications, Inc., and BellSouth Long Distance, Inc. for Provision of In-Region, InterLATA Services in Georgia and Louisiana, CC Docket No. 01-277

Dear Ms. Salas:

Network Telephone submits this letter in support of Covad Communications Company's ("Covad's") Motion to Strike BellSouth Communications' ("BellSouth's") November 30, 2001 ex parte submission. BellSouth violated the Commission's "complete when filed" rule by adding voluminous pages of detailed analyses and documentation after the initial filing of its Section 271 application. By filing this data as such a late date, BellSouth has provided insufficient opportunity for parties to consider the data and reply within the short timeframes of the application review process.

One of the most critical areas impacting competition is the Change Management Process, which BellSouth addressed inaccurately in its ex parte filing. This process should provide a forum in which CLECs and BellSouth can work together to implement changes and correct system defects. Despite BellSouth's statements that it has "devoted \$65,992,680 and 119,867 programming hours to these CLEC-driven requests," the truth is:

- CLEC changes are not implemented in a timely fashion and are re-prioritized in internal BellSouth meetings after they have been ranked and ordered by CLECs.
- BellSouth's Change Management Process is so poor that CLEC input on required changes is routinely ignored, effective initial release testing is not performed, and key functions such as billing and CLEC-impacting issues are excluded.
- Even the minutes of Change Management meetings suffer from these problems, as BellSouth continues to "spin" CLEC actions to its own ends.

- Out of the “189 total change requests” implemented, approximately 95% of these requests were to correct defects caused by BellSouth’s poor system management process and lack of testing.
- CLECs cannot challenge BellSouth’s change management policy, since there is no defined ‘dispute resolution’ process within the Change Management Process. Disputes must be addressed by state regulatory agencies, which requires long and expensive processes.

Given the critical nature of the claims made by BellSouth in its November 30th filing, Network Telephone supports Covad’s Motion to Strike the ex parte from the record. Alternatively, Network Telephone agrees with Covad that the Commission should deny BellSouth’s current application as insufficient to satisfy Section 271.

Sincerely,

/s/

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